



## **SPECIAL TRANSIT ADVISORY BOARD**

**MINUTES: November 18, 2010**

The Special Transit Advisory Board convened in regular session on November 18, 2010, at 717 W Main Street, Arlington Parks and Recreation Board Room, Arlington, Texas 76011, with the meeting being open to the public and notice of said meeting, giving the date, place and subject thereof, having been posted as prescribed by Chapter 551, V.T.C.A., Government Code, with the following members present, to-wit:

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Members Present:	Riley Henderson, Board Chairman	Place 2
	James Campbell Quick	Place 5
	Marilyn Priddy	Place 6
	Vicki Niedermayer	Place 7
	Mary Odom	Place 8
	Stephen Prenger	Place 9
Members Absent:	Alan LeBlanc	Place 1
	Suzanne Kelley	Place 4
	Lico Reyes	Place 3
Staff Present:	Bob Johnson Transit Manager	
	Paul Price, Transit Support Supervisor	
	Natalie Tutt, Customer Service Representative	

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### **I. Call to Order**

Riley Henderson, Board Chairman, called the meeting to order at 3:07 p.m. in the Administration Board Room of the Arlington Parks and Recreation Department, located at 717 W Main Street, Arlington, Texas 76011.

Chairman Henderson called the meeting to order with the premise of a quorum being met, to go back and vote on items needed.

Bob Johnson requested that Chairman Henderson start with the first discussion item - Quarterly Service Reports.

## II. Items for Board Information, Discussion and Action

### A. Service Reports for 3<sup>rd</sup> Quarter FY10

Paul Price explained the service reports, giving a description of the graphs and charts for refusals. Paul Price explained that the 5% refusal rate was established by the Board, and the Board will have to vote to change the target percentages. Vicki Niedermayer asked if Handitran staff had a recommendation of a better refusal percentage. Paul Price advised that Handitran staff could come up with one; however there have been very few complaints from people not getting trips. Vicki Niedermayer asked how long the refusal rate had been at this level. Paul Price responded that it had been at this level or 15 years or more.

At 3:11 Marilyn Priddy arrived and James Quick arrived at 3:34.

Chairman Henderson requested to go back to the Approval of Minutes item on the agenda now that there was a quorum.

### B. Approval of Minutes for August 12, 2010.

Chairman Henderson requested a motion to approve the minutes. James Quick moved to approve the minutes as written, Stephen Prenger seconded, and the motion carried unanimously.

### C. 3rd Quarter Report to Council

The board reviewed the report.

James Quick made a motion to accept the report as written, Marilyn Priddy seconded. All were in favor.

### D. Complaint and Compliment Review

There were no complaints or compliments to review.

#### E. Superbowl Event Advertisement/Participation

The Board was advised of the language change update that was made on the City website regarding the Superbowl. The City's Marketing Department and the Economic Development/City Manager's Office created a Superbowl Landing page. The page was designed for people who are interested in anything pertaining to the Superbowl. The Landing page directs individuals to Handitran for Special Transportation needs while in the area.

#### III. Public Participation

Tom Demura voiced concerns about the Ecolane System not being effective or accurate. Mr. Demura had many other concerns regarding personnel and overall service.

#### IV. Board Requests For Future Agenda Items

There were no other requests.

The next meeting is Thursday, February 10, 2011 at 3:00 p.m., at this same location.

#### V. Adjournment

Stephen Prenger moved to adjourn the meeting; James Quick seconded. The motion passed unanimously.

The meeting adjourned at 4:15 p.m.  
BJ/nt

NOTE: Minutes of all Special Transit Advisory Board meetings are a matter of public record and are kept on file in the Handitran Administrative Office, 1101 West Main Street, Arlington, Texas 76013. Any Board member or interested party has the right to review these minutes at the Handitran Administrative Office.
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